Recovery Mode Restore MLTI iPad

<u>Requirements:</u>

MLTI IV iPad
OS X computer running OS X 10.11 'El Capitan'
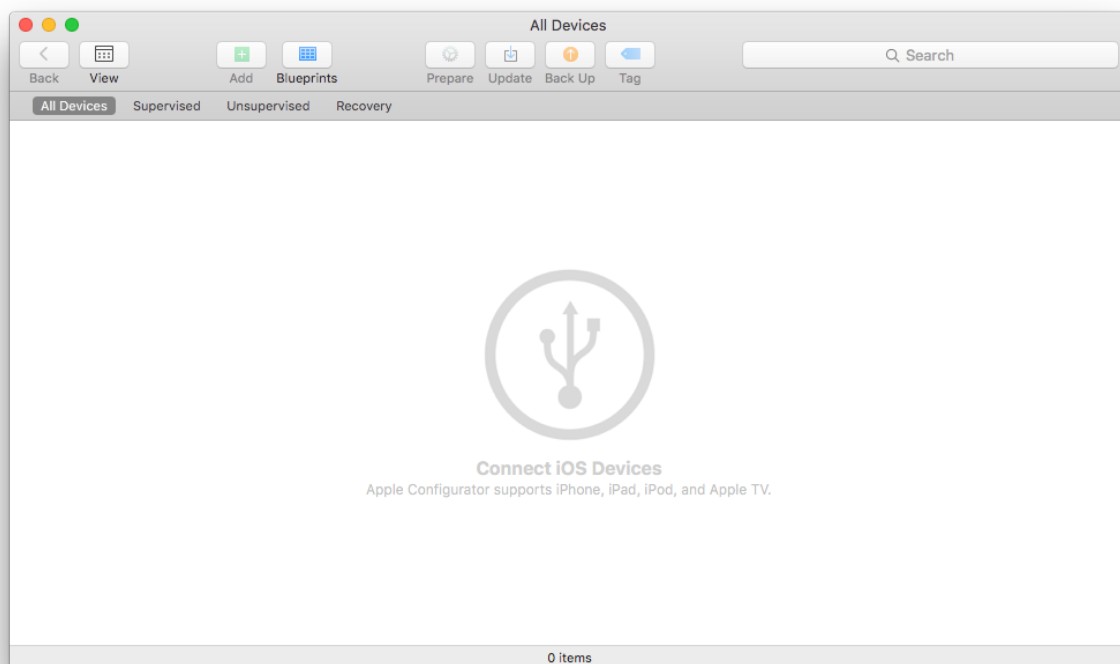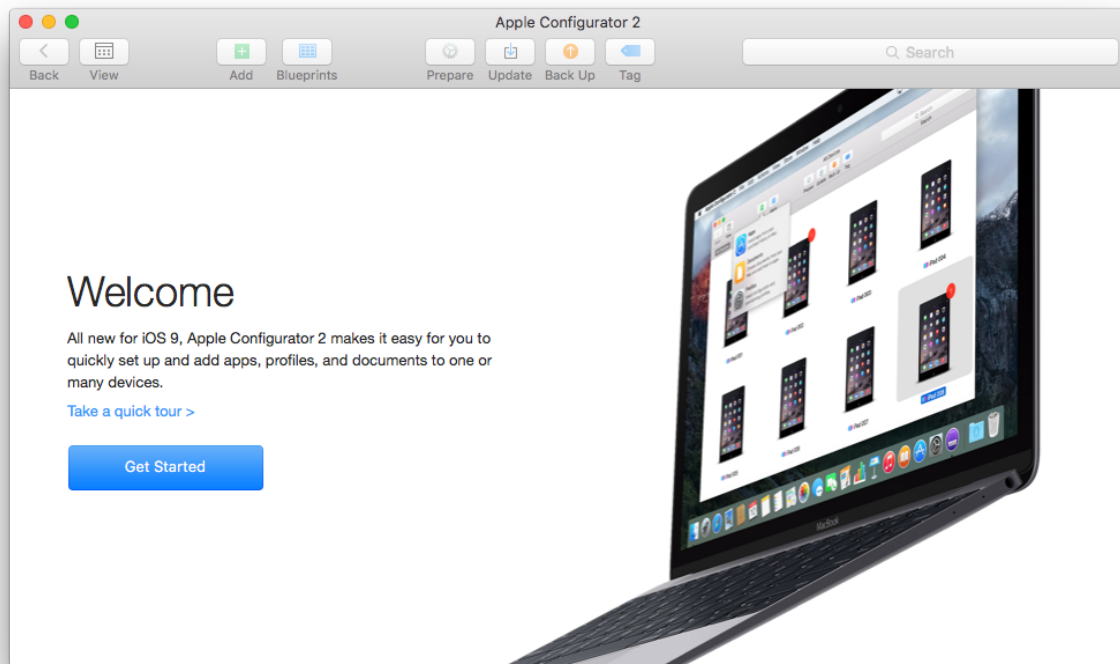USB Lighting cable
Apple Configurator 2 (https://macappsto.re/us/iRu09.m)
Active connection to public internet

This document describes the process to perform a Recovery Mode Restore on an MLTI iPad.

If you require additional assistance, please contact the MLTI AppleCare Help Desk at (800) 919-2775 pin 4MLTI, or https://acbd.apple.com/mlti/
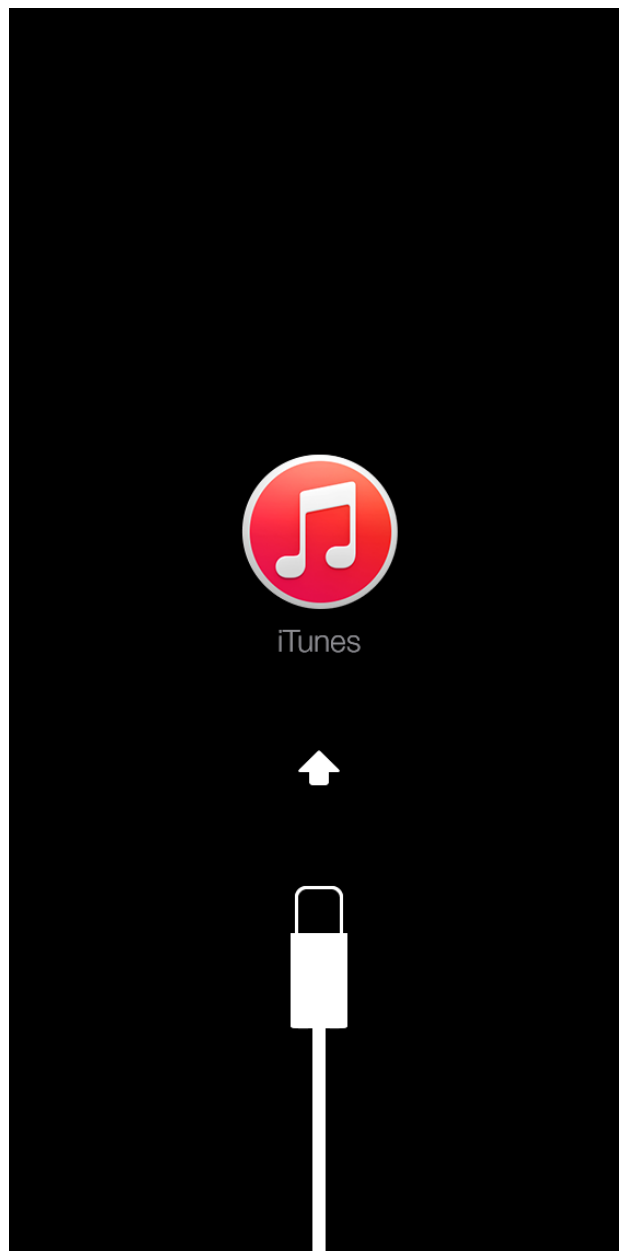
Step One: Launch Apple Configurator 2

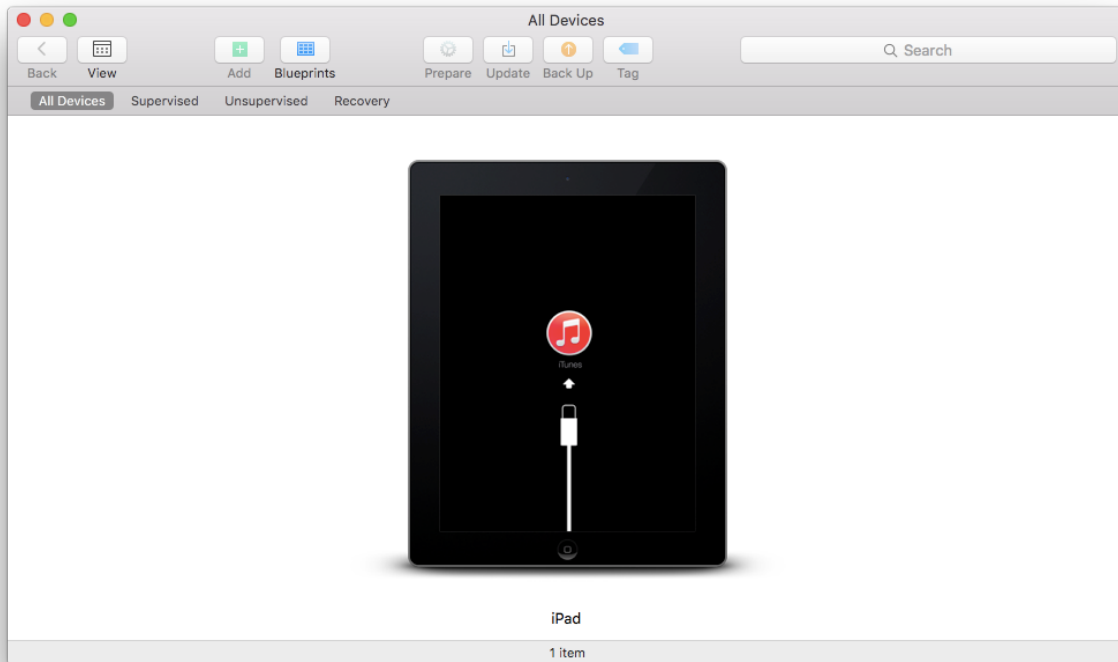Step Two: Power off all iPad units to be restored.

Step Three: Connect the USB Lightning cable to the OS X computer.

Step Four: Connect the USB Lighting cable to iPad and hold the Home button.

Step Five: Release the home button when you see the Recovery Mode screen:
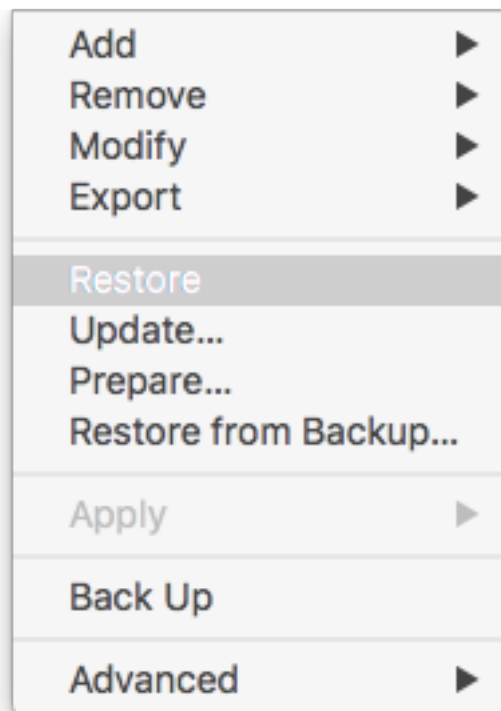
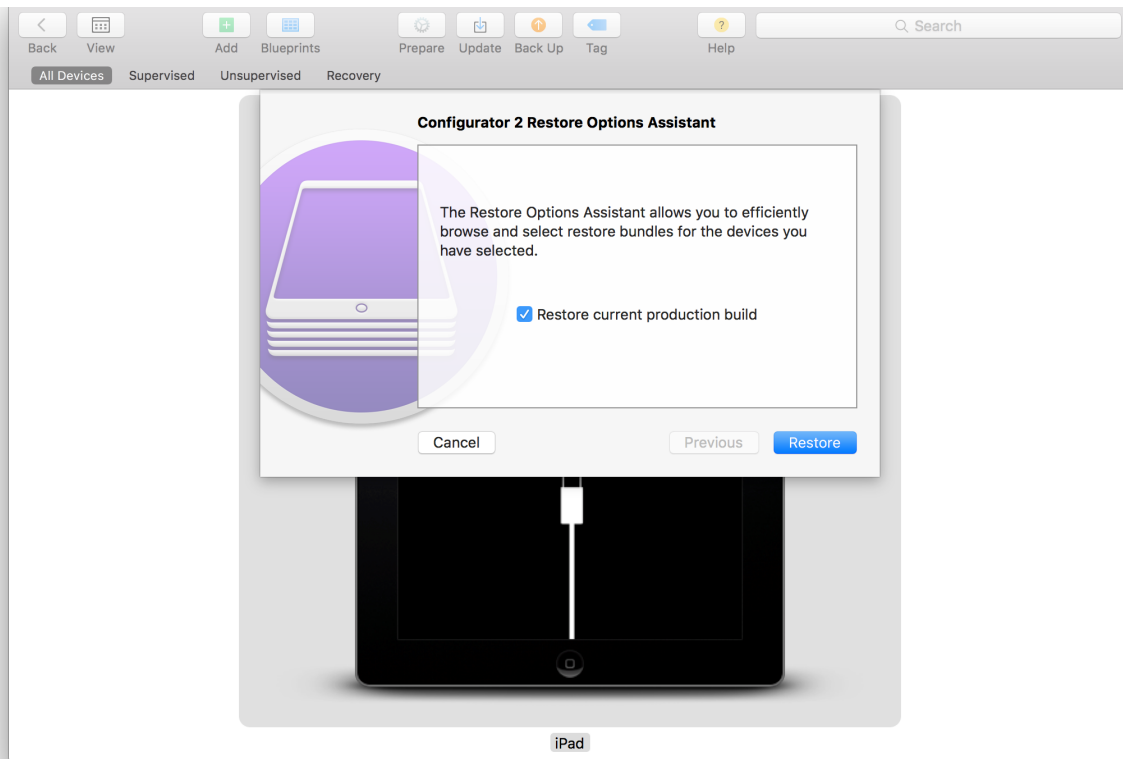Step Six: Verify that iPad is recognized by Apple Configurator 2

Step Seven: Select the iPad unit(s) to be restored.

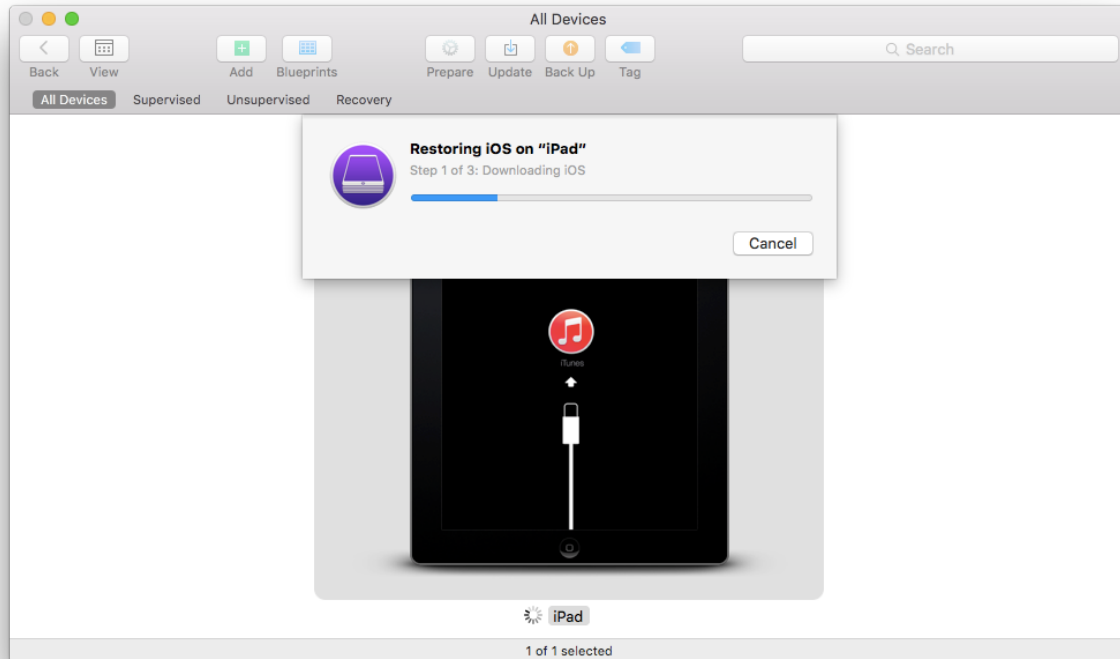Step Eight: Select 'Restore' from the 'Actions' menu.

Step Nine: Select 'Restore current production build' and click 'Restore'

Important Note:

Configurator may need to download the current iOS for your device(s).

Depending on the speed of your network, this may take some time.

This may also cause iPad to time-out of recovery mode and restart. If this happens, allow the download to complete, disconnect the iPad unit(s) and return to Step Two.

Subsequent restores for the same device type will use a cached local copy of iOS. Additional downloads will only be required for additional device types, or in the event of the release of an iOS update.

Step Ten: Allow Apple Configurator 2 to install iOS on the selected device(s):
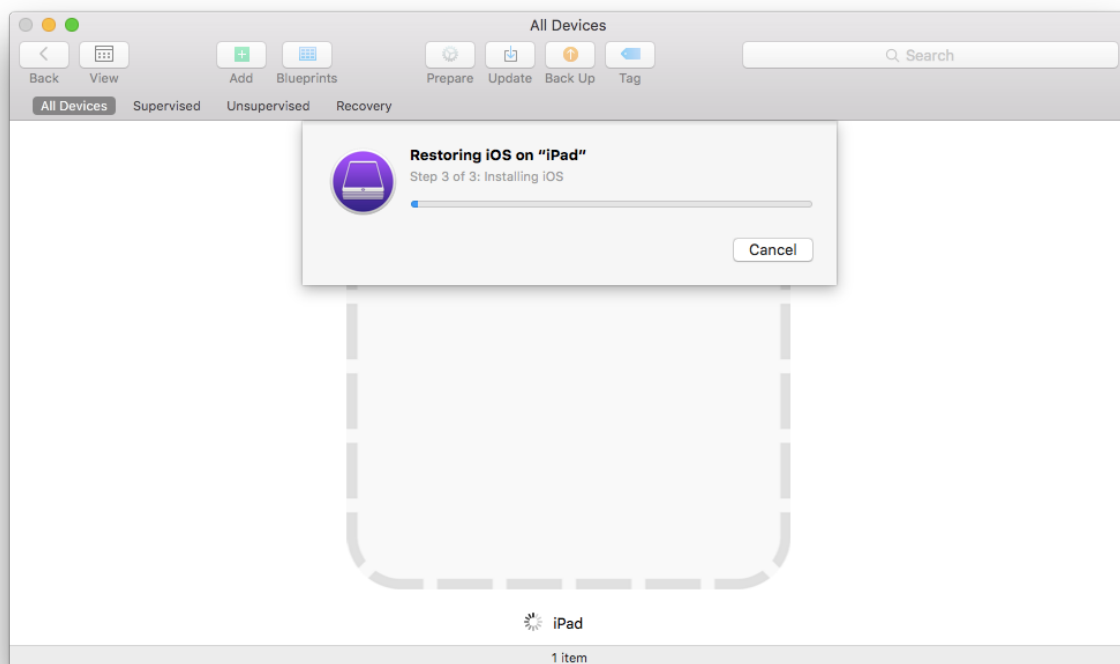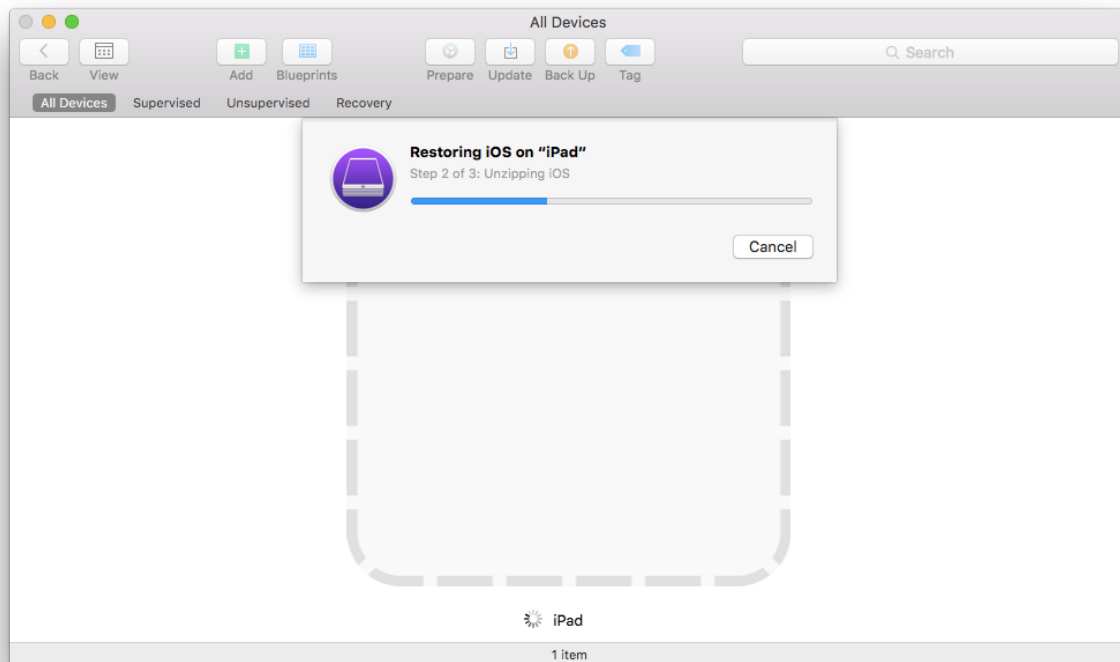
Step Eleven: When finished, iPad will display the Setup Assistant.

iPad can then be disconnected and is ready to be handed to the end user to complete Setup Assistant.

In some instances you may need to Clear Activation Lock.